

W-02113A-07-0551



0000089029

ORIGINAL

**ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM**

RECEIVED

470

Investigator: Richard Martinez

Phone:

7008 SEP 30 P 4: 13

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion **No.** 2008 71806

Date: 9/30/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Kyle** **King**

Account Name: Kyle King

Home: -----

Street:

Work:

City: Fountain Hills

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Received the following correspondence:

While many utilities are raising rates in our current economic environment, the proposed 41% rate increase requested by Chaparral City Water Company is unreasonable. The company has failed to justify this increase, and it should not be approved.

The magnitude of this increase indicates the company has not been well managed. Reasonable incremental utility rate increases should be sought over time to spread the impact on customers who must adjust their budgets to absorb such increased household expenses.

I urge the Commission to recommend that Chaparral City Water Company reduce their current request to a more reasonable increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I responded via email with the following:

Re: Chaparral City Water Company
Docket No. W-02113A-07-0551

Dear Kyle King:

Your correspondence regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the

Arizona Corporation Commission

DOCKETED

SEP 30 2008



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 6

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

9-30 E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company, docket No. W-02113A-07-0551. File closed.

End of Comments

Date Completed: 9/30/2008

Opinion No. 2008 - 71806
